Customer Service Report for ASB

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
Accounts											
Password Reset	1	0	0	0	0	0	0	0	1	0	14
Application Support											
COTS-NTS-Install/Unistall	0	0	0	1	0	1	0	0	0	0	0
ASR											
Colocation-OFF	0	0	0	1	0	0	0	0	1	0	0
Colocation-ON	0	0	0	5	0	0	0	0	5	0	0
Other	0	0	0	11	0	0	0	0	11	0	0
Unix	0	0	0	39	0	0	0	0	39	0	0
Back Office Support											
Permissions/Shares	1	0	0	0	0	0	0	0	1	0	13
Hardware											
Acc/Periph/Troubleshoot	1	0	0	0	0	0	0	0	1	0	11
OS/390											
Batch/JCL	1	0	0	0	0	0	0	0	1	0	23
Other Software	0	1	0	1	0	0	0	0	2	0	0
Printer/VPS	0	0	0	17	0	0	0	0	17	0	2
Web Site Issue (non-CIT)											
Development	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	**5**	**1**	**0**	**75**	**0**	**2**	**0**	**0**	**79**	**0**	**1**

Total Tickets Closed:	79
Total Tickets Assigned/Pending/Checked Out:	2
Total Tickets Created:	81